

I am currently working at a call center with 275 employees. I am deaf and rely on interpreters and relay service for communication access. I can't tell you how much I appreciate using VRS and how it helps me to communicate better with my management team when I am out of the office. This is a great tool of communication to use for a "phone conversation". The only thing we, the deaf community, would like to see is being consistent with the VRS providers and be sure that they follow the ADA law. Some providers that I have used are restricted and mandatory to use their service or I'll lose the equipment (D-link). Others request specific VRS minutes per month or the equipment will be taken. Some providers take 5 to 15 minutes to reach an interpreter. That is not equal access according to ADA law. I see a lot of changes in the last few years in terms of technology and this technology is for VRS is absolutely BRIGHT!

Thanks!